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U.S. PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NO.	PUBLICATION DATE	INVENTOR NAME	CLASS/ SUBCLASS	FILING DATE

FOREIGN PATENT DOCUMENTS

EXAMINER INITIAL	DOCUMENT NO.	PUBLICATION DATE	COUNTRY	CLASS/ SUBCLASS	TRANSLATION YES NO

OTHER PRIOR ART (including author, title, date, pertinent page, etc.)

<i>MB</i>	AA	"Genesys Suite 6", http://www.genesyslab.com/contact_center/solutions/g6overview.html , 3 pages
<i>MB</i>	AB	"Genesys Makes Plans to Purchase IBM Callpath Technology"; http://www.genesyslab.com/callpath/ , 1 page
<i>MB</i>	AC	"Callpath Framework", http://www.genesyslab.com/contact_center/solutions/callpath_framework.html , 2 pages
<i>MB</i>	AD	"Workforce management Solution", http://www.genesyslab.com/contact_center/solutions/workforce_management.html , 2 pages

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